The Regulation and Quality Improvement Authority

Inspection Report

Name of Service: **The Oak Tree Centre**

Provider: **Western HSC Trust**

Date of Inspection: **10 September 2026**

Information on legislation and standards underpinning inspections can be found on our website https://www.rqia.org.uk/

1.0 Service information

Organisation/Registered Provider:	Western HSC Trust
Responsible Individual/Responsible Person:	Mrs Karen Hargan
Registered Manager:	Ms Sandra Boyd
Service Profile: The Oak Tree Centre is a day care setting with up to 25 places that provides care and day time activities Monday to Friday for adults with a learning disability. The day care setting is managed by the Western Health and Social Care Trust (WHSCT).	

2.0 Inspection summary

An unannounced inspection took place on 10 September 2026, between 11.45 am and 3.30 pm by a care Inspector.

The last care inspection of the day care setting was undertaken on 14 August 2026 by a care Inspector. No areas for improvement were identified. This inspection was undertaken to evidence how the day care setting is performing in relation to the regulations and standards; and to determine if the day care setting is delivering safe, effective and compassionate care and if the service is well led.

The inspection found that safe, effective and compassionate care was delivered to service users and that the day care setting was well led. Details and examples of the inspection findings can be found in the main body of the report.

It was evident that staff promoted the dignity and well-being of service users and that staff were knowledgeable and well trained to deliver safe and effective care.

Service users said that the care and support provided by The Oak Tree Centre was a positive experience. Refer to Section 3.2 for more details.

3.0 The inspection

3.1 How we Inspect

RQIA's inspections form part of our ongoing assessment of the quality of services. Our reports reflect how the day care setting was performing against the regulations and standards, at the time of our inspection, highlighting both good practice and any areas for improvement. It is the responsibility of the provider to ensure compliance with legislation, standards and best practice, and to address any deficits identified during our inspections.

To prepare for this inspection we reviewed information held by RQIA about this day care setting. This included registration information, and any other written or verbal information received from service users, relatives, staff or the commissioning Trust.

Throughout the inspection process, inspectors seek the views of those working in and attending the day care setting; and review/examine a sample of records to evidence how the day care setting is performing in relation to the regulations and standards.

Information was provided to service users, relatives, staff and other stakeholders on how they could provide feedback on the quality of services. This included questionnaires and an electronic staff survey.

3.2 What people told us about the service and their quality of life

During the inspection, we spoke with service users and staff members.

Service users spoke positively about their experience of attending the day care setting. They said the staff are really good and that they like the activities. Service users' comments included: "I love it here. The staff are good and look after me. The manager is good. We are going to get our feet massaged today," and "I enjoy going out on trips. The staff are really good to me."

Service users who were unable to voice their opinions were observed engaging in activities and appeared relaxed and comfortable in their surroundings and interactions with staff.

Staff spoke positively about the management, training, and care delivery. Comments included: "The service is well-led; our views are well respected by the manager. We have a great team, and we all complement each other well. The training is good, and there is an opportunity to explore additional training … The centre is very person-centred; as long as the service users have had a good day, we have had a good day." and "The management is excellent, caring, and understanding. They are always available to support you and are very good with the service users. The activities provided to the service users are amazing. …I love my job."

3.3 Inspection findings

3.3.1 Staffing Arrangements

Safe staffing begins at the point of recruitment and continues through to staff induction, regular staff training, and ensuring that the number and skills of staff on duty each day meet the needs of service users. There was evidence of effective systems in place to manage staffing.

Staff spoke positively about the staff team and the manager. It was observed that staff responded to requests for assistance promptly in a caring and compassionate manner. It was evident that staff had a good understanding of the needs, likes, and dislikes of individual service users.

Staff recruitment was completed in conjunction with the organisation's Human Resources (HR) department and managed in accordance with the regulations and minimum standards before staff members commenced employment and had direct engagement with service users. No new staff members have been employed since the last inspection.

Checks were made to ensure that staff were appropriately registered with the Northern Ireland Social Care Council (NISCC). There was a system in place for professional registrations to be monitored by the manager. Staff spoken with confirmed that they were aware of their responsibilities to keep their registrations up to date.

The day care setting has maintained a record for each member of staff, documenting all training, including induction and professional development activities undertaken. A review of staff training records established that staff had received mandatory training relevant to their roles and responsibilities. It was positive to note that the day care setting provided training in neurodiversity and positive behavioural support.

Competency assessments were completed for staff expected to take the lead in the manager's absence, ensuring they were proficient in their roles and responsibilities.

Procedures were in place for appraising the staff's performance, and supervisions were undertaken in keeping with the day care setting's policy and procedures.

3.3.2 Care Delivery

There was a morning handover at the beginning of each day that included information about any changes to the service users' care, that the staff needed to assist them in their roles.

A system was in place to ensure that the activities offered to service users were varied and tailored to their individual needs and preferences. Service users were supported in accessing activities of their own choice. Activities for service users included both group and one-to-one sessions. The summer programme, running from June to September 2026, featured Boxercise, arts and crafts, Zumba, and visits to the reading room at the local library. Observations of service users participating in a group activity, a foot massage, on the day of inspection found their participation to be enthusiastic.

Good nutrition and a positive dining experience are important to the health and social wellbeing of service users. Service users may need a range of support with meals; this may include simple encouragement through to full assistance from staff, and their diet may be modified. A review of records and discussion with the manager evidenced that systems were in place to manage service users' nutrition and mealtime experience. It was positive to note that all staff had received training in dysphagia.

Interactions with the service user were observed to be friendly and supportive. Staff were prompt in recognising the service user's needs and any early signs of distress, including those service users who had difficulty expressing their wishes or feelings.

3.3.3 Management of Care Records

The service users' care plans were reviewed electronically on Encompass. They included details of the level of care and support required. Care records demonstrated that service users, where possible, were involved in planning their own care, and efforts were made to determine their preferences and choices regarding how their support was provided.

Care staff recorded on Encompass a summary of the care and support provided to the service users, including any accidents, incidents, and communication received from family and Health and Social Care (HSC) professionals. It is positive to note that electronic entries included the time of recording and the name of the staff member who made the entry.

Care reviews had been undertaken in accordance with the day care setting's policies and procedures.

Service users' care records were held confidentially, and electronic records could only be accessed by authorised staff.

3.3.4 Quality of Management Systems

Ms Sandra Boyd has been the manager in this day care setting since registration on 5 June 2020. Staff spoke positively about the manager.

There were monitoring arrangements in place in compliance with Regulations and Standards. A review of the reports of the day care setting's quality monitoring established that there was engagement with service users, service users' relatives, staff, and HSC Trust representatives. The reports included details of a review of service user care records; accident/incidents; safeguarding matters; staff recruitment and training, and staffing arrangements.

Review of accident/incident records identified that they were managed appropriately. There was evidence that they were audited regularly to identify any patterns or trends. It is positive to note that accidents/incidents were reviewed in detail as part of the monthly quality monitoring process.

Day care settings are required to have a person known as the Adult Safeguarding Champion (ASC), who is responsible for implementing the regional protocol and the day care setting's adult safeguarding policy. There was an appointed ASC for the day care setting. It was established that good systems and processes were in place to manage the safeguarding and protection of adults at risk of harm.

Service user attendance at the day care setting was recorded electronically on Encompass. A review noted that a check-in and check-out system was in place. Additionally, there was a procedure for managing instances where a service user did not attend the day centre as planned.

It was positive to note that transport assessments for service users using the provided transport were up to date and that a bus guide was present on the bus during all journeys.

There was a system in place to ensure that complaints were managed in accordance with the day care setting's policy and procedure. No complaints had been received since the last inspection.

The environment was observed during a tour of the day care setting, and it was identified that hazardous substances were stored appropriately in accordance with Control of Substances Hazardous to Health (COSHH) guidance.

There was evidence that fire safety checks have been completed as required. Staff have completed training on fire safety, including nominated fire officer training, and have participated in a fire evacuation drill. During the inspection, fire doors were observed to be unobstructed.

The day care setting was observed to be clean and tidy, suitably furnished, warm and comfortable, and free of clutter.

4.0 Quality Improvement Plan/Areas for Improvement

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Ms Sandra Boyd, Registered Manager, as part of the inspection process and can be found in the main body of the report.

The Regulation and Quality Improvement Authority

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James House
2-4 Cromac Avenue
Gasworks
Belfast
BT7 2JA

Tel: 028 9536 1111

Email: info@rqia.org.uk

Web: www.rqia.org.uk

Twitter: @RQIANews